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## Viant is Welcomed to the MultiPlan Family

On March 15, 2010, MultiPlan announced the acquisition of Viant, the parent company of Beech Street. The acquisition brings together the considerable expertise and complementary solutions of both companies to produce what MultiPlan believes will be the industry's most comprehensive provider of healthcare cost management services.

"The timing couldn't be better for Viant to join the MultiPlan family, as containment of healthcare costs has become the nation's imperative," said Mark Tabak, MultiPlan's Chief Executive Officer. "Together, we plan to more effectively leverage our companies' combined expertise and technology to improve efficiencies and patient flow for providers, driving significant savings for healthcare consumers and payers."

Founded in 1980, MultiPlan is a provider of PPO network and related transaction-based solutions that reduce the per-unit costs of healthcare claims. MultiPlan contracts directly with over 5,000 hospitals, 115,000 ancillary care facilities and 625,000 practitioners who participate in the company's national primary and complementary PPO networks.

Established in 1990 as Preferred Payment Systems, Inc., Viant today offers PPO networks, network management, pre-payment and post-payment services to commercial and government clients. Viant's networks represent approximately 5,400 hospitals, 95,000 ancillary facilities and 600,000 practitioners.

Added Tabak, "With our combined product lines, MultiPlan has a solid foundation from which to develop new solutions as healthcare reforms take shape. We look forward to working with our new colleagues at Viant to meet the needs of this changing marketplace."

## Provider Spotlight: Diagnostic Health Corporation

Diagnostic Health Corporation (DHC) is a national provider of diagnostic imaging services with 31 freestanding locations in 12 states and the District of Columbia. Their facilities offer an array of outpatient diagnostic imaging services including MRI, OPEN MRI, Computed Tomography (CT), Ultrasound, Mammography, Nuclear Medicine, PET, X-Ray, Fluoroscopy, Bone Density, and EMG services.

Though the company has a national footprint, DHC maintains a local focus in each market, placing top emphasis on patient care and physician relationships. Each facility strives to provide outstanding service to patients, referring physicians, employers and payers.

DHC's mission is to be the diagnostic imaging company of choice for patients, employees and physicians by providing exceptional customer service in an environment of excellence and compassion.

What Makes Diagnostic Health Different? DHC offers:

- Quality, multi-modality imaging. Management of all imaging needs, enabling focus on the patient diagnosis
- Pre-authorization of services (when appropriate)
- Rapid report turnaround
- Immediate "no show" and cancellation notification
- Same-day scheduling and walk-ins
- Same-day reports that enable the employee to return to work immediately
- Competitive pricing and contracted rates

Beech Street remains committed to providing access to a broad range of quality medical providers to our clients and their members. For a complete listing of participating providers and hospitals in the Beech Street Network, please visit our online directory at [www.beechstreet.com](http://www.beechstreet.com). To find out more about Diagnostic Health Corporation, visit them online at [www.dxhealthcorp.com](http://www.dxhealthcorp.com).

## Helpful Billing Tips

1. Prior to seeing a patient, be sure to get a copy of the patient's ID card
2. Keep a copy of the ID card, front and back, for your records
3. Call the Benefits and Eligibility phone number on the ID card to:
  - Request eligibility information
  - Determine if the services you will be providing are covered under a patient's particular plan design
  - Ask about any plan design exclusions, billing guidelines, or claims coding rules that may apply
4. Unless prohibited by law, the copayment amount, deductible, or coinsurance may be collected at the time of service
5. Submit clean claims promptly
6. Bill using your usual billed charge

## The Beech Street Network is Growing

We are pleased to report that during 2009, Network Development staff in the five geographical regions made significant strides in the growth of our provider network, adding over 7,655 new providers to our national network in the following categories:

REGION	TYPE				Grand Total
	ANCILLARY	FACILITY	GROUP	INDIVIDUAL	
EAST	176	22	607	1205	2010
MIDWEST	113	51	318	300	782
SOUTHCENTRAL	143	33	434	620	1230
SOUTHEAST	283	36	780	739	1838
WEST	153	16	512	1114	1795
Grand Total	868	158	2651	3978	7655

In addition to working with new providers, the Network Development team updated approximately 120,000 provider fee schedules in support of our ongoing strategy to have greater standardization in our reimbursement methodology across geographic markets. The updated fee schedules result in:

- A geographically adjusted Medicare based reimbursement methodology.
- Implementation of market-based physician fee schedules.

Our ongoing contracting strategy over the coming year will focus on both a national and regional level. Our dedicated Network Development teams are committed to building and maintaining the Beech Street Network and to developing relationships with participating providers that benefit both our customers and the providers.

## Client Spotlight: United Healthcare

Beech Street continues to expand its network and product offerings to clients in the growing Pacific Northwest region of the United States, and is pleased to announce the following new Employers' programs administered by United Healthcare:

- KBR Alaska
- Pioneer National Resources
- Loomis
- Keycorp Alaska
- Morris Communications
- Local Insight Media dba Berry
- Universal Health Services
- Conocco Phillips
- Chevron Alaska
- Probuild

These new clients began accessing the Beech Street network in the state of Alaska in January 2010. Beech Street has enjoyed a long standing relationship with United Healthcare and is pleased to be able to offer our participating providers access to additional clients and patients.

United Healthcare is an operating division of UnitedHealth Group, and is one of the largest health carriers in the United States. Their family of companies delivers innovative products and services to approximately 70 million Americans. For more information on Beech Street, our provider networks in the Pacific Northwest or Alaska, or for any additional information, please visit us online at [www.BeechStreet.com](http://www.BeechStreet.com) or call us at (800) 877-1444.

## News Brief:

Aetna Makes "Office Link Updates" Available Electronically

Participating providers are encouraged to sign up for electronic delivery of the Aetna newsletter at: <https://aetna.providerpreference.com>.

## Provider Information Sheet

DEPARTMENT/FUNCTION	SERVICE	CONTACT
Customer Service	General Information, including Provider and Credentialing Status. Request a copy of your current contract. Credentialing questions.	E-mail: <a href="mailto:customer.service@viant.com">customer.service@viant.com</a> Phone: 800.877.1444
Provider Referrals	Referral to participating providers and facilities, including National (multi-state) contracts such as labs.	E-mail: <a href="mailto:customer.service@viant.com">customer.service@viant.com</a> Phone: 800.877.1444
Claims Solutions & Investigations	Assistance on claims when payer has already been contacted; incorrect application of contracted rate (you must send HCFA/ CMS or UB and EOB).	Email: <a href="mailto:coordinators@viant.com">coordinators@viant.com</a> Phone: 800.877.1444 Fax: 630.649.5416 Submit Appeals using the "Provider Claim Appeal Submission Form" located on website under Provider tab
Physician Data Management (except see below for Physician/Provider Adds for Non-Delegated Providers)	Changes in physician/provider demographic information, including deletes, adds, changes to Tax Identification Numbers (TIN) ( W-9 copies required for TIN changes) and NPI numbers.	E-mail: <a href="mailto:network.operations@viant.com">network.operations@viant.com</a> Phone: 800.877.1444 Fax: 866.241.1644
Physician/Provider Adds for Non-Delegated Providers (Providers requiring the Beech Street credentialing process.)	Send credentialing application and accompanying documents via mail or email. Include W9.	E-mail: <a href="mailto:nominations@viant.com">nominations@viant.com</a> Phone: 800.877.1444 Fax: 630.799.3050 Mail: Beech Street Corporation 25500 Commercentre Drive Lake Forest, CA 92630
Facility Data Management	Changes in facility demographic information, including changes to billing information and Tax Identification Numbers (TIN) (W-9 copies required for TIN changes).	E-mail: <a href="mailto:network.operations@viant.com">network.operations@viant.com</a> Phone: 800.877.1444 Fax: 866.241.1644
Copies of Contracts	Copies of executed contracts. Please contact Customer Service.	E-mail: <a href="mailto:customer.service@viant.com">customer.service@viant.com</a> Phone: 800.877.1444
CPT Reimbursement Questions	Inquiry about fees. Please reference your Fee Schedule noted in your Agreement.	E-mail: <a href="mailto:fee.schedule@viant.com">fee.schedule@viant.com</a> Phone: 800.877.1444 Fax: 866.241.1650
Precertification and Case Management Services	Refer to Patient ID card.	
WEBSITE-ONLINE SERVICE	SERVICE	LOCATION
Claim Status Inquiry	Check the status of claims received by Beech Street in the last six months. Claim payment status must be checked with the payor.	<a href="http://www.beechstreet.com">www.beechstreet.com</a> Select "Providers" section and choose "Claim Status Inquiry"
Benefit Office Information & Claim Submission Addresses	Search function to provide information on claims submission addresses and benefit office phone numbers for verification of benefits and eligibility.	<a href="http://www.beechstreet.com">www.beechstreet.com</a> Select "Providers" section and choose "Benefits & Eligibility"
Client Listing(s)	Listing of Beech Street clients by network.	<a href="http://www.beechstreet.com">www.beechstreet.com</a> Select "Providers" section and choose "Client Listing"
Provider Manual	Reference Guide.	<a href="http://www.beechstreet.com">www.beechstreet.com</a> Select "Providers" section and choose "Provider Manual"
Online Features for Providers <a href="http://www.beechstreet.com">www.beechstreet.com</a>	Apply to participate in the network, submit electronic updates, learn more about Viant products and read the latest Beech Bulletin newsletter and MORE.	<a href="http://www.beechstreet.com">www.beechstreet.com</a> Select "Providers" section and choose from the options on the left

NOTE: Beech Street, a Viant Network, Customer Service Department can be reached at 1.800.877.1444